Bitcoin Checkout Problems

Common invoicing problems merchants accepting Bitcoin face and how to solve them.

Underpaid Invoice

WHY IT HAPPENS

The customer uses an exchange wallet to pay an invoice, some exchange takes a small fee. An underpaid invoice may also happen if the customer enters the wrong amount when copying the invoice manually.

WHAT TO DO

1. Contact your customer and ask them to paid the underpaid amount or arrange a refund.
2. In BTCPay, you can accept underpaid invoices and eat up a tiny percentage loss, if your margins allow it.
3. Educate your customers not to use exchange wallets to pay.

Overpaid Invoice

WHY IT HAPPENS

Overpaid invoices happen when the customer pays more than the invoice total.
Overpaid occur if the customer enters the wrong amount or try to pay by entering the amount in fiat instead of in BTC.

WHAT TO DO

Contact your customer to arrange a refund, ask for a refund address and refund the overpaid amount or wait for your customer to contact you about the overpaid amount.

Expired Invoice

WHY IT HAPPENS

The invoice timer is a protection mechanism against the volatility - it locks the amount according to the BTC to fiat rates. If the customer does not pay the invoice within the defined period, the invoice is considered expired.

WHAT TO DO

No action needed for expired invoices, but a merchant can automatically set up a follow-up reply to try to recover an abandoned cart.

Invalid Invoice

WHY IT HAPPENS

If the customer pays the invoice, but it fails to get the defined number of confirmations within the set time period, it is marked as "invalid"

WHAT TO DO

In BTCPay, you can manually change the status of an invalid invoice. You can accept it or refund your customer.